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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing to provide my comments on Federal Communication Commission's (FCC) Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

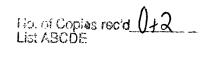
I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,
Name Meera Domir
Title, if appropriate
Address 29 mason Ave
Telephone Number (740) \$13-3624



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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am opposed to the changes being considered.

VRS has created a more level playing field for people like me who are deaf or hard-of-hearing, empowering us to communicate via videophone with anyone at any time in our native language, American Sign Language. The nature of the work I do requires that I be able to use the phone to communicate with colleagues, clients and business associates regardless of whether they are hearing or deaf. Without reliable, high-quality VRS service I would not be able to do my job effectively.

The changes the FCC is considering would drastically change the nature of the VRS I depend on. One of the aspects of VRS that makes it such an effective way to communicate is the quality of the videophone technology used and the fact that the products provided by VRS companies have been developed specifically with the needs of the deaf – my needs – in mind. Yet, the FCC is considering changes that would, instead, force us to use off-the-shelf products and government-mandated software. Using products developed by and for people who are hearing would be a huge step backwards! The FCC cannot consider this to be a reasonable replacement for the high quality, specialized VRS technology we use every day.

The rate changes being considered by the FCC would also directly affect my ability to access VRS, as well as the reliability and quality of service I depend on. If the FCC slashes the rates paid to VRS providers, as suggested in its Public Notice, many companies will simply stop providing this essential service. This will put me and all members of the deaf community at a significant disadvantage.

In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

Sincerely,
Name Meera Pomir
Title, if appropriate
Address 29 mason Ave
Telephone Number (740)5/3 -3624

NOV. 13, 2012

Mariene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, SW Room TW-A325 Washington, DC 20554 Received & Inspected

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am a deaf person who uses Video Relay Services (VRS) for my communication with hearing people. VRS is a communication tool I use every day.

I am writing because I am very concerned about the Federal Communication Commission's (FCC's) recent proposals to change the way VRS works. I can't imagine life without the current services I use. I don't want to see those services change!

The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

I am concerned that if the FCC's proposals go into effect, I won't have what the ADA promised me – choice in my VRS equipment. I want to keep options available in choosing products that were designed for deaf people. I want choices.

I am concerned that if the FCC's proposals go into effect, I won't have a choice in my VRS provider. I don't want my calls to be routed through a centralized database that would assign my calls to different providers. Hearing people have a choice in service providers. I want a choice.

I am concerned that if the FCC's proposals go into effect and there are rate cuts for VRS providers, the quality of my service will suffer. I'm concerned that with very limited resources, VRS providers might have to make changes that would result in longer hold times and unreliable service. Hearing people have a choice to choose quality service. I don't want VRS quality to suffer because VRS providers have no choice but to cut aspects of their service.

Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,	•
Name: Kelly Jo Stefan	
Title:	سر ہے ۔
Address: 689 Happy Hollow Rd., Mosinee, WI.	54455
Telephone Number: 715-952-5784	
715-952-5784	

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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Sincerely,	•
Sincerely, Name: William Buska	
Title: 100 Ha Halland	Pd MASING IN1 54459
Address: 689 Happy Hours	Ra., 1110211/22, W. DITE
Telephone Number: 715-052 5-	Rd., Mosinee, Wl. 54455 184 vp
115-952-5	10 / Vf

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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,
Name My son Robert Schultz
Title, if appropriate
Address 2852 Chimny Point Rd Columbus ohic 43231 Telephone Number 614-475-4831
Telephone Number 6 14 - 475 - 4831

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CG Docket Nos. 03-123 and 10-51

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Sincerely,
Name My Daughter Brenda & Kopp
Title, if appropriate
Address 6671 Pine Holland Dr Westerrille Ohio 43082 Telephone Number Phone, 614-891-3085
Telephone Number Phone 614 - 891 - 3085

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Sincerely,	Brenda Sue Kopp
Name Betty Kathryn Reid	(Daughter) ON
	(la // Pene Hactor
Title, if appropriate	The state of the s
Address 1165 Colony Wr apt 413 Westerville, while 43088 Telephone Number 10614-423-6450	(1) and o 614 111
Westerville, ohio 43081	Cell-614-560-0899
Telephone Number <u>VP 6 14 - 423 -</u> 6 430	
,	Robert of Schultz
	Robert I Schultz 2852 Chinny Point Rd
	Columbia, Ohio 43231
	Phone 614-475-4831

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I hope the FCC has answers to all of the questions before it considers changing the current system.

Name MRECO Domir
Title, if appropriate
Address 29 Masan Ave
Telephone Number (740)513-3624

Sincerely,

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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Name Lather Juneley

Title, if appropriate

Address 2349 Waterpointe Ct. Cols, Chio 43209

Telephone Number 614-556-4678

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NOV 2 1 2012

FCC Mail Room

Cols, Ohio 43209

CG Docket Nos. 03-123 and 10-51

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In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

Sincerely,

Title, if appropriate

Address 2349 Water

Telephone Number 614 - 556 - 4679

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Sincerely,

Title, if appropriate

Address

Telephone Number

-5009

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Sincerely,

• •

Title, if appropriat

Telephone Number 6/4

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NOV 212012

FCC Mail Room

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Sincerely,

Title, if appropriate

Address

Telephone Number / 0/4-

524-5109

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FCC Mail Room

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Sincerely,	
Name Jessie Heyson	
Title, if appropriate	
Address 9140 Yolanda ave. no	orthridge, Ca. 91324
Telephone Number (\$18) 435-7723	
The second of th	
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Sincerely,

Name Jessie Keysen

Title, if appropriate

Address 9140 Yolanda ave. Morthridge, a, 91329

Telephone Number (818) 435-7723

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Name Jessie. Keyser

Title, if appropriate

Address 9140 Yolanda aw. Northresge, Ca. 91324

Telephone Number 818) 435 7723

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The Americans With Disabilities Act (ADA) moved deaf people forward and opened up opportunities for us. The ADA assured deaf people (like me) that we will have access to "functionally-equivalent" communication – communication choices and services similar to those enjoyed by hearing people. To date, Video Relay Service (VRS) is the most functionally-equivalent communication service for deaf people.

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Please fulfill the promises of the ADA! I want functional equivalency. I want choices – in equipment, providers and quality. Please ensure that the VRS services I currently enjoy are maintained.

Sincerely,

Name: STEVE W. KELLY

Title:

Address: 730 CALLE DEL ENSALMO GREEN VALLEY, HZ, 85614

Telephone Number: 520 648 - 3/35

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NOV 2 1 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am deaf. I use my videophone to communicate with my loved ones, my friends and co-workers. I like that I can call these people any time of day and use American Sign Language (ASL) to communicate. Without the quality VRS service I receive, I would not be able to communicate with these people.

I understand the FCC is considering changes to VRS. I do not agree with the FCC's proposals. They would change the way I communicate and I am afraid the quality of VRS would be bad.

My focus is on quality VRS! I do not want to use "off-the-shelf" products and software designed by hearing people. One of the aspects I like about my VRS equipment is that it gives me features that my hearing family and friends have. I like using technology that was created for deaf people.

I do not want the rate changes being considered by the FCC to go into effect and my ability to enjoy VRS as it now is to change. I'm worried that some VRS companies will go out of business or stop providing the good services I use every day. I don't want the quality of service to change and for deaf people to have to take a step backwards. It is critical that the VRS program continues to deliver deaf-oriented products and quality service. Please do not take that away from us!

Sincerely, Laberne a. Kahnt Name: LaVarne A. KahnT

Title:
Address: 8088 E Gary CT. Tucson, AZ. 85715
Telephone Number: 520-282-4/683

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

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The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,
Name Rend Irapatu
Title, if appropriate <u>MR</u> .
Address 1165 Colony DR Apt 315 Wisterulle, Otho 43081
Telephone Number 1-(614) - 423 - 6551 VP

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Received & Inspected NOV 2120,2 FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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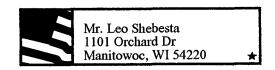
Name:

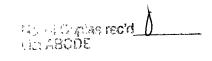
LEO SHERESTA & Bev Dobbins

Title: Address:

Telephone Number.

by signing this document, you are thing an official FCC proceeding. All information submitted, including names and addresses, will be publicy available via the web





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NOV 2 1 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

South 4th St Columbus, 6h 43207

Telephone Number 614-566-4666

Received & Inspected

NOV 2 1 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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Sincerely,

Address 1533 South 4th St. Columbus, Ohio 43207

Telephone Number 614-566-4666

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NOV 2 1 2012
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Name Betty Kathryso Reid

Title, if appropriate

Address 1165 Colony Wrapf 419

Telephone Number VP 614-423-6450

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FCC Mail Room

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Sincerely

Title, if appropriate

Address (A) ([

Telephone Number (

: Cals, Ohio

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Sincerely,

Name Linda K. Beck
Title, if appropriate Retired

Address 4030 Elkton St

Telephone Number 614-654-5040

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CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am opposed to the changes being considered.

VRS has created a more level playing field for people like me who are deaf or hard-of-hearing, empowering us to communicate via videophone with anyone at any time in our native language, American Sign Language. The nature of the work I do requires that I be able to use the phone to communicate with colleagues, clients and business associates regardless of whether they are hearing or deaf. Without reliable, high-quality VRS service I would not be able to do my job effectively.

The changes the FCC is considering would drastically change the nature of the VRS I depend on. One of the aspects of VRS that makes it such an effective way to communicate is the quality of the videophone technology used and the fact that the products provided by VRS companies have been developed specifically with the needs of the deaf - my needs - in mind. Yet, the FCC is considering changes that would, instead, force us to use off-the-shelf products and government-mandated software. Using products developed by and for people who are hearing would be a huge step backwards! The FCC cannot consider this to be a reasonable replacement for the high quality, specialized VRS technology we use every day.

The rate changes being considered by the FCC would also directly affect my ability to access VRS, as well as the reliability and quality of service I depend on. If the FCC slashes the rates paid to VRS providers, as suggested in its Public Notice, many companies will simply stop providing this essential service. This will put me and all members of the deaf community at a significant disadvantage.

In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

Sincerely,

Name Thillip Melson

Title, if appropriate Account ant at Government Deaf

Address 1533 South 4th St. Columbus, Oh 43207

Telephone Number 614-556-4666

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name_Reneal Strapation

Title, if appropriate MR.

Address_1(65 Colory PR 3(5Apt wisstancella, Office 4308)

Telephone Number - (614)-423-6551 VP

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

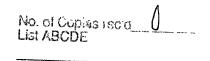
I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted — make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,
Name Jon W. Blumpell (JOAN W. BLUMENfold)
Title, if appropriate
Address 597 Westport Ave A 415, HORWALL, CT 0685
Telephone Number 203 - 845 - 0191
jbeldercare @ sbcglobal.net



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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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Sincerely, Elena Quiram
Name: ERNA Quiram
Title: RETIRED
Address: 328 Linkhaven Dr. Duncanville, Sq. 75137
Telephone Number: 214-295-9103

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Marlene H. Dortch, Secretary

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FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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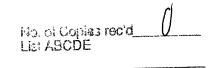
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Sincerely,	•	
Sincerely, Name: JAmara Lynn Schmicht		
Title:	a name p	
Title: Address: 1499 Capital Pk Apt 101 Telephone Number: 920-569-2178	Green Bay	WW 54303.
Telephone Number: 1920 - 569 - 2178	O	(

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FCC Mail Room

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Sincerely,

Title, if appropriate Retired

Address 4030 Elston St

Name Linda K Beck

Telephone Number 614-654-5040

Received & Inspected

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Sincerely,

Name_

Title, if appropriate Regular

Address 4630 ELKTON ST

Telephone Number 614-654-5040

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NOV 212012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

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I am writing to provide my comments on Federal Communication Commission's (FCC) Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

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